

File - Specimens

OUTLINE OF BRIEFING ON THE AGENCY
RECORDS ADMINISTRATION PROGRAM AT THE
DDS Staff Meeting, 8 March 1966

*C/S
C/S
C/P
Commo.
Medical*

I am pleased to be invited to talk to you this morning.

The subject of our discussion - PAPERWORK - RECORDS MANAGEMENT.

is probably the most unromantic one in the world. It has little glamour and practically no sophistication. As a consequence, it does not have the same appeal as Automation and Computers in today's modern management technology.

Despite this lack of sophistication - leaders in Government and Industry today are greatly concerned about the cost of paperwork. Reliable management consultants estimate that paperwork is requiring from 30% to 60% of our operating budgets.

~~SECRET~~

WHY SHOULD YOU BE INTERESTED IN RECORDS MANAGEMENT?

My purpose this morning is to prompt you to greater concern about your records management program and to show how you can use Records Management techniques to help solve some of your requirements for personnel and space.

Card 1

Here are some of the reasons why I think you should be interested in

- CARD

Records Management:

Records began to receive serious attention from Top Management as a result of the reports of the Hoover Commission in 1949 and again in 1955. These reports focused attention for the first time on the need for positive action to reduce the \$4 Billion Annual Cost of Federal Paperwork.

and

Positive action has been taken ^{and} through the medium of paperwork management techniques substantial economies are being effected in practically every Federal Agency. These techniques come primarily from the Congress in the form of legislation, The Federal Records Act of 1950. President Johnson has called on the Cabinet to reduce paperwork costs. In December 1963, he told the Cabinet "Cut out excessive paperwork - it breeds over-staffing". In February 1965, the President ordered a Moratorium on the purchase of new filing cabinets.

This Moratorium has been successful and the President has decided to extend it indefinitely.

Industry is following Government example by using the same techniques to solve their paperwork problems and they are even using former Federal

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As a tax payer you are paying \$100. of your tax money for this paperwork.

chart

In 1965, our holdings in DDS offices increased 9%.

The volume of paper per DDS employee is



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this is less than the Agency average of 18 ft., but compared to the entire Federal Government of 2.6 ft., it is not too good. And Industry has 3 ft., so we don't compare too favorably with them either.

WHAT IS RECORDS MANAGEMENT?

It is a specialized profession concerned with paperwork practices and problems. Basically, it is a management improvement technique. It is not concerned with bits and pieces of paper such as filing or destruction. Instead, we pay attention to the life cycle of paper - CREATION to CREMATION.

Creation - Forms - Reports - Correspondence

Use - Filing Equipment - Filing Supplies - Filing System

Disposition - Inventories - Schedules - Records Center Operations

WHY DO WE NEED RECORDS MANAGEMENT?

To save manpower - if we eliminate unneeded paper we can find what we want easier, quicker and with less effort.

To Save Space - Almost 300 hundred thousand square feet to hold our records.

To Control Growth - We create about 200 million pieces of paper every year and we collect a lot - last year 18 million pieces.

To comply with the Law - Our General Counsel says we must do this.

To Protect Essential Records - Those needed to continue operations if lost by enemy action or natural disaster.

To Save Money - We save \$166⁷²⁶₄₀ every time we avoid creating the contents of one four drawer safe of records.

We save \$473. every time we eliminate 1 safe full of records from our offices.

AUTHORITY

Responsibility for Records Management is specified by the Federal Records Act of 1950, Public Law 754:

- . The Administrator of GSA
- . The Head of Each Federal Agency
- . The Director of CIA
- . The Deputy Directors and Office Heads
- . The CIA Records Officer

Now lets take a look at each of these Records Management elements and see how they provide techniques that will help to improve efficiency.

Forms Management - Our forms create a lot of paper -- last year 53 million pieces. Forms Management is a continuous cost reduction program; we are concerned with Good design, the correct size, the elimination of obsolete forms, getting rid of bootleg forms and the processing of forms and related procedures. Government and Industry have determined that the cost of processing forms is 20 times printing costs. Last year we paid the printers \$293,331 for our forms. So our operating procedures cost almost 6 Million Dollars last year.

The real savings in Forms Management comes from improved procedures. Here is a good illustration: One day, [] wanted to change one word in a Dispatch that was going to one of our employees overseas telling them about privileges under the Agency Retirement and Health Program. This one change would require revision of 15 flexowriter tapes and not in just the one dispatch [] the Records Officer for

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STAT [] my Staff to see if this could be accomplished by over-printing the dispatch forms or if there was something else that could be done to simplify the procedure.

Here are the results of the combined efforts of [] and

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STAT [] Processing time of each dispatch was reduced from an average of 35 minutes to about 4 minutes and the filing of 80,000 pieces of paper was avoided.

Under the old procedure there were 5 different types of dispatches-- 4 of them were 2 pages long; each dispatch consisted of 10 pages and each dispatch was individually signed by Emmett Echols [] or another designated official; each dispatch went through the usual mechanics of coordination and release -- it took about 35 minutes.

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The new procedure used 5 preprinted memorandum with a preprinted signature; there are now 3 copies precollated instead of 10 copies requiring

the manual assembly of 6 sheets; we now have a one page preprinted memorandum instead of 2 pages.

The important principle here is that the problem was identified by a top line official who did something about it. This also illustrates how the Records Officer and a professional Records Management Procedures Analyst combined their efforts to save the Agency a lot of time and money.

Forms
The cumulative
savings from our
agency forms mgmt
program have been
over \$759,000

Reports Management

Let's take a quick look now at Reports Management. Our objectives here are the same as those for forms - less paper and better procedures.

Reports create a lot of paper too - about 12 million pieces last year and they cost a lot - about 30 million dollars last year.

Computers turn our reports at the rate of 100 cubic feet per day as contrasted to an inch a day by typewriter - so I think we should get busy in the Reports area where little has been done. We made a survey in the Support area in 1959 that was successful. But since then we haven't had the personnel to continue. Logistics is now doing something about reports.

[] came in a few days ago to show us what she is doing. Commo. is now in process of inventorying their reports and OTR has done something too. These are commendable efforts but not enough to stem the paperwork tide created by reports.

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Correspondence Management - We are making real good progress here by substituting form letters, self mailers and other time saving procedures for dictated and individually typed letters and memos. Probably the best illustration is the Speedletter. I believe [] O/L started this in 1961 on a modest scale and last year the use went up to over 61,000 from 3400 in 1962. We have advocated its use throughout the Agency and it is really being used extensively to save time and money.

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a dictated letter costs about \$3.50 - a form letter about 30 cents - let's see if we can't use more form letters.

Vital Records - Just a word to say that we have an excellent program and we deposit 3.3% of our total holdings as compared to 2% for Industry and 5% for Government.

Filing System - We developed a uniform subject-numeric for administrative

and operational records and there are [] put on several Filing Workshops in Finance. OTR trains new clerical employees.

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In this area we are concerned with all types but today we only have time to talk about specialized filing equipment.

Shelf filing saves space and money. Usually we can expect a minimum of about 40% savings in space and we can almost double the filing capacity in the same physical area.

We have used many types of shelf filing in the [] we now have. Here are some typical ones in the DDS Area.

Office of Security - an excellent one. Eight shelves high for Security Security case files - using conventional equipment.

Medical Office- John Tietjen went to shelf filing years ago in Central Building and converted to mechanized shelf filing when he moved in to this building. This is an excellent installation.

Logistics- is using motorized shelf filing in the Voucher files in the Depot to good advantage. Real Estate, the Legal Office of Logistics and the Budget Office are planning shelf installation for the Ames Bldg. I believe there are additional areas where the shelf file equipment may help to solve some of your space problems. We are working with [] STAT [] Finance on a new installation now.

We have, under consideration, two very new pieces of equipment which may have even greater space saving potential than other types of shelving.

FULL SPACE - A Swedish Invention used in European Countries for 30 years and not available here until recently. CONSERVA-FILE - Here is how it can save space.

Maybe one of these may help your offices with space problems.

A few words about the results from the Moratorium:

More safes and cabinets turned in 1965 than were issued.

238 pieces turned in for reuse or surplus

100 4 Dr. Safes declared surplus to NSA - valued at \$19,600 -

replacement cost \$56,000.

Disposition

This is where we get the real "pay-off" - elimination of paper. This is carried out through our Records Control Schedules which describe the kinds of records we have and how they are filed, the volume and the ultimate disposition of records such as: destroy in the office; transfer to the Records Center and destroy there or keep permanently. I am glad to report that we only keep 5.2% of our agency records permanently as contrasted to 24% Government wide.

We have made some real progress here. More than 300,000 cubic feet have been eliminated from office space. Despite this progress look at this chart *(agency)* and see what is happening. We are accumulating paper faster than we can eliminate it - Why? -

Copying Machines - 38 million pieces in one year.

Computers = Holding hard copy until conversion from manual to mechanized methods is completed.

Overseas - schedules needed.

This is where we keep inactive, vital and permanent records. The Records Center has received a cumulative total of 173,397 cubic feet (equivalent to 20,000 safes and cabinets) and over half of this has been eliminated - so we now have about 86 thousand feet. The Center cost us [REDACTED] and already it has provided a net saving of \$2 Million just in filing equipment.

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Chart The Center is about 82% full. This chart shows the receipt and destruction of records at the Center since 1959.. You will note that our net growth has decreased substantially the last few years and last fiscal year we almost balanced receipts and disposal.

Experience indicates however, that the Center will probably be full in 2 or 3 years.

We have made arrangements however to use a large vault area in the new GSA Records Center [REDACTED]

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[REDACTED] In the meantime we will have to continue our scrutiny over records destruction or we will run out of space before the GSA Records Center is finished.

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Before concluding, I would like to summarize quickly by saying that if you have space problems or if your present personnel cannot cope with the existing or anticipated workload requirements, you may be able to get help by using records management techniques. Give your designated Records Officer an opportunity to help and if they need help they will call us. We have a small professionally trained staff to help with any paperwork problems.

One of our top scientists, Dr. von Braun, when recently asked to comment on the progress of exploring space, replied: "We have overcome most of the problems of gravity, and we will reach the moon--if the paperwork doesn't hold us down".

I will be glad to answer questions now or I will come to your office anytime for discussion.